

1.1 Service name

Service name

Trustmarque Microsoft AVD and Windows 365 Services

1.2 About your service

Service description

Secure virtual desktop and Cloud PC services enabling UK public sector organisations to deliver Windows desktops and applications from Azure. Advisory, planning, implementation and adoption services for Azure Virtual Desktop and Windows 365 transformations. Funded workshops available for eligible customers.

Service categories

Cloud Support Services

Set Up and Migration

Engagement and communication planning

- Engagement and communication planning

Project management and governance

- Project management and governance

Service optimisation/right sizing

- Service optimisation/right sizing

Mobilisation coordination

- Mobilisation coordination

1.3 Service features and benefits

Service features and benefits

Service features

- Azure Virtual Desktop architecture design and deployment services
- Windows 365 Cloud PC provisioning and configuration
- Virtual desktop security hardening and compliance implementation
- Application virtualisation and RemoteApp publishing services
- Multi-session Windows 11 optimisation and configuration
- FSLogix profile container design and deployment
- Autoscale configuration for cost-optimised virtual desktop capacity
- MSIX app attach implementation for dynamic application delivery

- Microsoft Teams media optimisation for virtual desktops
- Migration services from legacy VDI and RDS environments

Service benefits

- Reduces infrastructure costs through cloud-based desktop virtualisation
- Enables secure remote working from any device anywhere
- Improves user experience with optimised virtual desktop performance
- Accelerates user onboarding through rapid Cloud PC provisioning
- Enhances security posture with zero-trust desktop access controls
- Simplifies desktop management through unified Intune administration
- Supports compliance requirements with UK data residency options
- Reduces support burden through standardised virtual desktop images
- Enables business continuity with resilient cloud desktop infrastructure
- Lowers total cost of ownership versus traditional VDI solutions

1.4 Service scope

Service constraints

Service delivery is primarily remote with on-site visits available where required and agreed in advance. Customers must provide timely access to relevant stakeholders, existing documentation, and Azure/Microsoft 365 tenant environments. Azure Virtual Desktop requires existing Azure subscription with appropriate networking connectivity. Windows 365 requires Microsoft 365 licensing with Intune and Entra ID P1. Minimum engagement size applies for implementation services. Third-party integrations and bespoke development outside standard Microsoft tooling are subject to separate scoping.

1.5 Reselling

Supplier type

Supplier type

I'm not a reseller

1.6 User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Response times are subject to an agreed Service Level Agreement (SLA) defined during engagement scoping.

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

WCAG 2.2 AA

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), 7 days a week

Web chat support

Web chat support

Yes

Web chat support availability

24 hours, 7 days a week

AI chatbot

No

Web chat support accessibility standard

WCAG 2.2 AA

Web chat accessibility testing

N/A - Web chat meets WCAG 2.2 AA and EN 301 549 standards

Support levels

For professional services engagements, Trustmarque provides comprehensive support through our delivery methodology: Standard Support (included): • Dedicated engagement manager throughout project lifecycle • Access to certified Microsoft consultants during business hours (09:00-17:00 UK time) • Project status reporting and governance meetings • Knowledge transfer sessions and documentation HyperCare Support (post-implementation): • Extended support period following go-live (typically 10-20 days) • Priority access to delivery team for issue resolution • Proactive monitoring review and optimisation recommendations For any resultant managed service requirements subsequent to the professional services engagement, support levels and pricing will be scoped separately based on specific customer requirements. Technical Account Manager services are available at additional cost for ongoing strategic guidance and optimisation.

1.7 Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

1.8 Pricing

Discount for educational organisations

Yes